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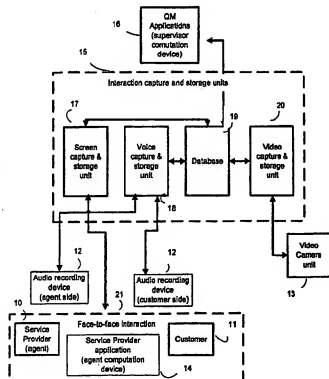
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(54) Title: RECORDING AND QUALITY MANAGEMENT SOLUTIONS FOR WAL-IN ENVIRONMENTS



(57) Abstract: A system and methods for capturing, storing and retrieving customer face-to-face frontal interactions characterizing walk-in environments, for the purpose of quality management. The system comprises interaction capture and storage unit, which includes at least one of screen capture, storage and retrieval component or, voice capture, storage and retrieval component or, video capture, storage and retrieval component. The system comprising a set of recording and information gathering techniques suitable for Walk-in environments that will enable organizations to record retrieve and evaluate the frontal interactions with their customers.

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